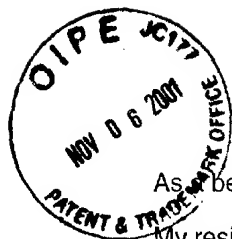


#1

PATENT APPLICATION DECLARATION COMBINED
WITH POWER OF ATTORNEY

X REGULAR (UTILITY) OR _____ DESIGN APPLICATION
(check one)



As below-named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled "Telephone Call Processing in an Interactive Voice Response Call Management System", Attorney Docket No. P20419 (SBC File No. T00342), the specification of which:

_____ is attached hereto.

X was filed on July 31, 2001 as U.S. Application Serial No. 09/917,746 and was amended on _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I hereby authorize my attorney(s) or agent(s) to fill in the U.S. Application Serial No. above, if required.

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I hereby claim foreign priority benefits under Title 35, United States Code, Section 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):

X no such applications filed

_____ such applications identified as follows:

Priority Claimed

(Serial No.)	(Country)	(Day/Month/Year Filed)	Yes	No
_____	_____	_____	_____	_____
(Serial No.)	(Country)	(Day/Month/Year Filed)	Yes	No
_____	_____	_____	_____	_____
(Serial No.)	(Country)	(Day/Month/Year Filed)	Yes	No
_____	_____	_____	_____	_____

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Prior U.S. or PCT International Application(s):

(Check one) X no such applications filed
 such applications identified as follows:

(Application Serial No.)	(Filing Date)	(Status)	(Patented, Pending, Abandoned)

(Application Serial No.)	(Filing Date)	(Status)	(Patented, Pending, Abandoned)

I hereby declare that: as to any claimed subject matter of this application which is common to my earlier United States or foreign application(s), if any, which I have identified above and claimed the benefit of priority thereof, I do not believe that the same was ever known or used in the United States before my invention thereof or patented or described in any printed publication in any country before my invention thereof or more than one year prior to the first of said earlier application(s), or in public use or on sale in the United States more than one year prior to the first of said earlier application(s), and that the common subject matter has not been patented or made the subject of an inventor's certificate before the date of the first of said earlier U.S. application(s) in any country foreign to the United States on an application, filed by me or my legal representatives or assigns more than twelve months (six months if the present application is a Design patent application) prior to the first of said earlier U.S. application(s), if any; and that, as to any claimed subject matter of this application which is not common to said earlier application(s), if any, I do not know and do not believe that the same was ever known or used in the United States before my invention thereof or patented or described in any printed publication in any country before my invention thereof or more than one year prior to the date of this application, or in public use or on sale in the United States more than one year prior to the date of this application, and that said subject matter has not been patented or made the subject of an inventor's certificate in any country foreign to the United States on an application filed by me or my legal representatives or assigns more than twelve months (six months if the present application is a design patent application) prior to the date of this application.

The undersigned hereby authorizes the U.S. attorney or agent named herein to accept and follow instructions from either his foreign patent agent or corporate representative, if any, as to any action to be taken in the Patent and Trademark Office regarding this application without direct communication between the U.S. attorney or agent and the undersigned. In the event of a change in the persons from whom instructions may be taken, the U.S. attorney or agent named herein will be so notified by the undersigned.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the attorney(s) and/or agent(s) named below, or any attorney or agent associated with the Customer Number provided below, to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

CUSTOMER NUMBER 7055

The appointed attorneys include

Bruce E. Stuckman	Reg. No. 36,693	Stephen M. Roylance	Reg. No. 31,296
Neil F. Greenblum	Reg. No. 28,394	Leslie J. Paperner	Reg. No. 33,329
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James L. Rowland	Reg. No. 32,674		

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 1941 Roland Clarke Place
 Reston, VA 20191

Direct Telephone Calls to: Greenblum & Bernstein, P.L.C. (703)-716-1191

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statement and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of First inventor	<u>Robert R. Bushey</u>		
Inventor's signature	<u>Robert R. Bushey</u>		
Date:	<u>10-17-01</u>		
Residence:	<u>Cedar Park, Texas</u>		
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>1117 Stillwell Ridge</u>		
	<u>Cedar Park, TX 78613</u>		
	City	State or Country	Zip Code

Full name of Second inventor	<u>Yanira Marbella Bowen</u>		
Inventor's signature			
Date:			
Residence:	<u>South Pasadena, California</u>		
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>2073 Milan Avenue</u>		
	<u>South Pasadena, Ca 91030</u>		
	City	State or Country	Zip Code

Full name of Third inventor	<u>Ruth Elaine Lawrence</u>		
Inventor's signature			
Date:			
Residence:	<u>Los Angeles, California</u>		
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>6596 Bradley Place</u>		
	<u>Los Angeles, CA 90056-1545</u>		
	City	State or Country	Zip Code

Full name of Fourth inventor	<u>John Mills Martin</u>		
Inventor's signature	<u>John Mills Martin</u>		
Date:	<u>October 17, 2001</u>		
Residence:	<u>Austin, Texas</u>	<u>State or Foreign Country</u>	
	City		
Citizenship	<u>United States of America</u>		
Post Office Address	<u>6411 Paintbrush St</u>		
	<u>Austin, TX 78750</u>	<u>State or Country</u>	<u>Zip Code</u>
	City		

Full name of Fifth inventor	<u>Denise Quackenbush</u>		
Inventor's signature			
Date:			
Residence:	<u>Danville, California</u>	<u>State or Foreign Country</u>	
	City		
Citizenship	<u>United States of America</u>		
Post Office Address	<u>463 Scotts Mill Road</u>		
	<u>Danville, CA 94526</u>	<u>State or Country</u>	<u>Zip Code</u>
	City		

Full name of Sixth inventor	<u>Rachel Beth Simon</u>		
Inventor's signature	<u>Rachel Simon</u>		
Date:	<u>9/14/01</u>		
Residence:	<u>Walnut Creek, California</u>	<u>State or Foreign Country</u>	
	City		
Citizenship	<u>United States of America</u>		
Post Office Address	<u>441 Pimlico Drive</u>		
	<u>Walnut Creek, CA 94596</u>	<u>State or Country</u>	<u>Zip Code</u>
	City		

PATENT APPLICATION DECLARATION COMBINED
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Full name of First inventor Robert R. Bushey

Inventor's signature _____

Date: _____

Residence: Cedar Park, Texas
City State or Foreign Country

Citizenship United States of America

Post Office Address 1117 Stillwell Ridge
Cedar Park, TX 78613
City State or Country Zip Code

Full name of Second inventor Yanira Marbella Bowen

Inventor's signature Yanira Marbella Bowen

Date: 10-15-01

Residence: South Pasadena, California
City State or Foreign Country

Citizenship United States of America

Post Office Address 2073 Milan Avenue
South Pasadena, Ca 91030
City State or Country Zip Code

Full name of Third inventor Ruth Elaine Lawrence

Inventor's signature _____

Date: _____

Residence: Los Angeles, California
City State or Foreign Country

Citizenship United States of America

Post Office Address 6596 Bradley Place
Los Angeles, CA 90056-1545
City State or Country Zip Code

Full name of
Fourth inventor John Mills Martin

Inventor's signature _____

Date: _____

Residence: Austin, Texas
City State or Foreign Country

Citizenship United States of America

Post Office Address 6411 Paintbrush St
Austin, TX 78750
City State or Country Zip Code

Full name of
Fifth inventor Denise Quackenbush

Inventor's signature _____

Date: _____

Residence: Danville, California
City State or Foreign Country

Citizenship United States of America

Post Office Address 463 Scotts Mill Road
Danville, CA 94526
City State or Country Zip Code

Full name of
Sixth inventor Rachel Beth Simon

Inventor's signature _____

Date: _____

Residence: Walnut Creek, California
City State or Foreign Country

Citizenship United States of America

Post Office Address 441 Pimlico Drive
Walnut Creek, CA 94596
City State or Country Zip Code



PATENT APPLICATION DECLARATION COMBINED
WITH POWER OF ATTORNEY

☒ REGULAR (UTILITY) OR ☐ DESIGN APPLICATION
(check one)

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_____ is attached hereto.

☒ was filed on July 31, 2001 as U.S. Application Serial No. 09/917,746
and was amended on _____ (if applicable). *memo 11-1-01*

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☒ no such applications filed

☐ such applications identified as follows:

Priority Claimed

(Serial No.)	(Country)	(Day/Month/Year Filed)	Yes	No
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_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

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Full name of First inventor	<u>Robert R. Bushey</u>		
Inventor's signature			
Date:			
Residence:	<u>Cedar Park, Texas</u>		
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>1117 Stillwell Ridge</u>		
	<u>Cedar Park, TX 78613</u>		
	City	State or Country	Zip Code

Full name of Second inventor	<u>Yanira Marbella Bowen</u>		
Inventor's signature			
Date:			
Residence:	<u>South Pasadena, California</u>		
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>2073 Milan Avenue</u>		
	<u>South Pasadena, Ca 91030</u>		
	City	State or Country	Zip Code

Full name of Third inventor	<u>Ruth Elaine Lawrence</u>		
Inventor's signature	<u>Ruth Elaine Lawrence</u>		
Date:	<u>10-23-01</u>		
Residence:	<u>Los Angeles, California</u>		
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>6596 Bradley Place</u>		
	<u>Los Angeles, CA 90056-1545</u>		
	City	State or Country	Zip Code

Full name of Fourth inventor	<u>John Mills Martin</u>		
Inventor's signature	_____		
Date:	_____		
Residence:	<u>Austin, Texas</u>	_____	
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>6411 Paintbrush St</u>		
	<u>Austin, TX 78750</u>	_____	_____
	City	State or Country	Zip Code

Full name of Fifth inventor	<u>Denise Quackenbush</u>		
Inventor's signature	_____		
Date:	_____		
Residence:	<u>Danville, California</u>	_____	
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>463 Scotts Mill Road</u>		
	<u>Danville, CA 94526</u>	_____	_____
	City	State or Country	Zip Code

Full name of Sixth inventor	<u>Rachel Beth Simon</u>		
Inventor's signature	_____		
Date:	_____		
Residence:	<u>Walnut Creek, California</u>	_____	
	City	State or Foreign Country	
Citizenship	<u>United States of America</u>		
Post Office Address	<u>441 Pimlico Drive</u>		
	<u>Walnut Creek, CA 94596</u>	_____	_____
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PATENT APPLICATION DECLARATION COMBINED
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memo
11-1-01

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(Application Serial No.)	(Filing Date)	(Status)	(Patented, Pending, Abandoned)
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I hereby declare that: as to any claimed subject matter of this application which is common to my earlier United States or foreign application(s), if any, which I have identified above and claimed the benefit of priority thereof, I do not believe that the same was ever known or used in the United States before my invention thereof or patented or described in any printed publication in any country before my invention thereof or more than one year prior to the first of said earlier application(s), or in public use or on sale in the United States more than one year prior to the first of said earlier application(s), and that the common subject matter has not been patented or made the subject of an inventor's certificate before the date of the first of said earlier U.S. application(s) in any country foreign to the United States on an application, filed by me or my legal representatives or assigns more than twelve months (six months if the present application is a Design patent application) prior to the first of said earlier U.S. application(s), if any; and that, as to any claimed subject matter of this application which is not common to said earlier application(s), if any, I do not know and do not believe that the same was ever known or used in the United States before my invention thereof or patented or described in any printed publication in any country before my invention thereof or more than one year prior to the date of this application, or in public use or on sale in the United States more than one year prior to the date of this application, and that said subject matter has not been patented or made the subject of an inventor's certificate in any country foreign to the United States on an application filed by me or my legal representatives or assigns more than twelve months (six months if the present application is a design patent application) prior to the date of this application.

The undersigned hereby authorizes the U.S. attorney or agent named herein to accept and follow instructions from either his foreign patent agent or corporate representative, if any, as to any action to be taken in the Patent and Trademark Office regarding this application without direct communication between the U.S. attorney or agent and the undersigned. In the event of a change in the persons from whom instructions may be taken, the U.S. attorney or agent named herein will be so notified by the undersigned.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the attorney(s) and/or agent(s) named below, or any attorney or agent associated with the Customer Number provided below, to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statement and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

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